

GUIDE  
TO STAYING  
SAFE IN  
PARIS





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## USEFUL NUMBERS

A top tourist destination and the City of Light, Paris is one of the most visited capitals in the world. Every year, it welcomes more than 30 million tourists.

Although the police force are highly-effective in making Paris a safe place, tourists may nevertheless be a target for pickpockets and crooks in the city's streets.

This booklet gives some important advice to follow in order to avoid such malicious acts and indicates what to do to lodge a complaint.

## WELCOMING VISITORS: A PRIORITY



For several years now, the Préfecture de Police has been developing a policy devoted to the welcoming of tourists.

The Paris police has reception points open to the public throughout the capital. Amongst these, the 20 main police stations of each arrondissement are open 24/24, 7/7 in order to take charge of victims and provide them with help and assistance (addresses on page 13).



Visitors can speak to bilingual police officers. The latter can be found at reception desks in police stations or on duty in the streets and in summer they wear a badge on which a flag indicates what language(s) they speak. They can answer all kinds of questions, from the simplest requests for information (giving directions, indicating tourist sites, etc.) to more sensitive questions concerning theft or assault, and are a valuable help to tourists who do not speak French.



During the lodging of a complaint, the software application S.A.V.E. (Assistance system for foreign victims), available in 16 languages, now enables every police officer to register the complaint of a foreign tourist and give them a receipt in their language of origin, thus simplifying any future administrative steps that the visitor may need to take at their embassy or in their country (addresses on page 11).

## TO AVOID BEING A VICTIM, FOLLOW THIS ADVICE

**BEWARE  
OF FALSE  
REPRESENTATION**



**Some crooks may even pretend to be police officers and ask you for your identity papers and for money.**

**First of all, it is worth noting that a real police officer will never ask you for money. Ask to see their laminated plastic tricolour identity card marked 'Police' at the centre, with diagonal blue, white and red stripes, and inscriptions on the front and back.**



### BE VIGILANT IN THE STREET

- it is best to carry a small bag across your shoulder or wear a concealed pouch rather than a back pack;
- carry a minimum of cash with you;
- don't keep your wallet in a back pocket;
- if an attacker tries to snatch your bag, don't try to stop them as you will risk being injured;
- beware of individuals who try to divert your attention so that they can steal your personal belongings, notably on cafe terraces, when you are withdrawing money from automatic teller machines (ATMs) or when you are signing petitions.



## ON PUBLIC TRANSPORT

- don't leave your baggage unattended;
- don't let anyone go behind you through the ticket barrier;
- never buy tickets from illegal street sellers: they'll charge you much more (up to 10 times the normal price). Use the ticket desks and ticket machines in train stations and metro stations.

## PROTECT YOUR VEHICLE FROM BEING STOLEN

- lock the doors and boot and make sure you close the windows of your vehicle;
- don't leave valuable objects where they can be seen (mobile phone, camera, clothes, bag, etc.).

## LOSS OR THEFT OF YOUR IDENTITY PAPERS

- photocopy your identity papers and keep them at your hotel or temporary residence;
- if you lose them, contact the consulate and in the event of theft, also make a statement to the police.

## IN TAXIS

The minimum fare for a journey is 6.60 euros, supplement included.

A fourth passenger can be taken (supplement of 3 euros).

Beware of anyone who comes up to you in the airport or street offering transport services: these may be illegal taxis (an offence punishable under the French Labour Code). These vehicles are not equipped with the mandatory accessories of official Parisian taxis (taxis parisiens) :



## IN PUBLIC PLACES

- don't handle wads of notes in public and don't change currency in the street, go to a bureaux de change;
- at ATMs, cover the keypad to hide your PIN (number) and do not let yourself be distracted by anyone or you may be a victim of theft;
- make payments with small notes, banker's card or cheques (if of course they are cleared in France);
- don't wear expensive jewellery in an ostentatious way;
- don't leave your money or other means of payment in cloakrooms or in your coat hung on a chair (in a restaurant or cafe for example), a pickpocket could sit down behind you and steal your belongings;
- never put your bag down by your feet and don't leave your mobile phone or wallet on the table of a cafe or restaurant;
- don't keep your mobile phone in an outside pocket of your bag or clothing; don't lend it to a stranger.

**Don't hesitate to ask for the food and drinks menu so as to avoid any unpleasant surprises when receiving the bill.**

**IN BARS AND RESTAURANTS**

## IN CONCERT HALLS, CABARETS

Avoid certain Parisian cabarets, particularly in the Pigalle district, where staff accost clients on the pavement. An unwanted female presence will be imposed on you together with an obligation to buy drinks at extortionate prices. Customer information on drinks and services is obligatory. Choose instead to go to big institutions which do not approach clients directly and which show their prices outside and inside the venue.

**Buy your tickets from official suppliers. Beware of the black market: you risk buying expensive fake tickets!**

## BEWARE OF CON TRICKS

### THE ILLEGAL SALE OF GOODS ON THE STREET

When you buy a product on the street, you think you are getting a good bargain or helping someone in need. In reality, you are sustaining illegal organizations and underground networks. You do not know where the product comes from and you may be exposing yourself to risks. In France, the illegal sale of goods on the street is an offence and is punishable with a 6-month prison sentence and a fine of 3,750 euros.



### FAKE PETITIONS



In tourist areas in Paris, you will often come across young girls and boys, often minors, who will approach you holding a petition, maybe pretending to be deaf and dumb, and who will ask you for money as well as your signature. Although they may seem to be acting on behalf of reputed associations and foundations, they are not. Their only aim is to get money from you, which will never be transferred to these organizations but instead used to fund illegal organizations and underground networks. False representation (the use of the identity or corporate name of a legal entity) is an offence and the penalty is a 7-year prison sentence and a fine of 750,000 euros (10 years and 1 million euros when the offence is committed by an organized band).

### THE THREE-CARD TRICK

The three-card trick is played on the street with playing cards made up, for example, of two black cards and a red card. The dealer shuffles these cards and asks the player to bet a sum of money (50 euros minimum) on the red card, for example, which he must find again from among the three cards. If he succeeds, he receives double the amount that he bet, if he fails, he loses it. In fact, the dealer is helped by two accomplices who pretend to be players in order to recover the bets of victims. The dealer will be the winner and you will be the loser every time.

This swindle is punishable under Article 313-1 of the French penal code. If you are a victim, you must lodge a complaint at the nearest police station (addresses p.13).

# WHAT TO DO IF YOU ARE THE VICTIM OF AN ASSAULT OR THEFT

## IF YOU ARE THE VICTIM OF AN ASSAULT

- try to make your attacker flee by making as much noise as possible (shouting);
- take shelter in the nearest shop and ask someone to call the police;
- give a description of your attacker: sex, approximate age, style and colour of hair, height and build, clothes, salient features (beard, scar, tattoo, glasses, etc.);
- Indicate the direction they fled in and by what means. For a vehicle, give the colour, make and if possible the registration number (even part of it).

In the case of a physical assault, the police officer will also give you a written document enabling you to be examined at the Urgences Médico-Judiciaires (open 24/24 - 7/7):

1, place du Parvis Notre-Dame - 75004 Paris  
 Métro 4 Cité, Métro B St-Michel - Notre-Dame  
 Tel: 01 42 34 82 85/29

An official certificate will be made out and added to your file. An investigation will then be opened to find the perpetrator(s) of these acts.

## IF YOU ARE THE VICTIM OF THEFT

go to the nearest police station to lodge a complaint (addresses page 13).

Police officers will take you to the nearest police station so that you can lodge a complaint. If you do not speak French, S.A.V.E., available in 16 languages, enables police officers to register your complaint and give you a receipt in your own language.



**Provides help and support for victims of assault and theft, informs them of their rights and steps to take, directs them towards professionals (doctors, lawyers, etc.) and offers them psychological support – special support for tourists.**

**Antenne Sud only by appointment**  
 Tel: 01 45 88 18 00  
**From Monday to Friday from 9am to 5pm**  
 12-14 rue Charles Fourier - 75013 Paris  
 Métro 7 Tolbiac  
 Place d'Italie

**Antenne Nord only by appointment**  
 Tel: 01 53 06 83 50  
**From Monday to Friday from 9.30am to 5.30pm**  
 22 rue Jacques Kellner 75017 Paris  
 Métro 3 Porte de Saint-Ouen

# USEFUL NUMBERS

## EMERGENCY NUMBERS

- police (emergencies): 17
- European emergency number: 112
- fire brigade: 18
- samu (emergency ambulance service): 15

## BANK

- lost or stolen credit cards:  
0 892 705 705 - 7/7 (€0.34/min)
- American Express: 01 47 77 72 00
- lost or stolen cheque book:  
0 892 68 32 08 - 7/7 (€0.337/min)

## LOST OR STOLEN MOBILE PHONE

Orange: 0 800 100 740  
SFR: 10 23  
Bouygues télécom: 0 800 29 10 00

## LOST PROPERTY DEPARTMENT

36, rue des morillons 75015 Paris  
0 821 00 25 25 (€0.12/min)

- from Monday to Thursday, from 8.30am to 5pm
- Friday, from 8.30am to 4.30pm

The department is open all day from Monday to Friday, except public holidays.

## TEL. NUMBER FOR ALL TAXIS PARISIENS

01 45 30 30 30

## PARIS CONVENTION AND VISITORS BUREAU

Main office  
25, rue des Pyramides 75001 Paris  
M1 Pyramides / Tuileries  
Other tourist information points:  
gare de Lyon, gare du Nord, Paris expo, gare de l'Est, Anvers.  
[www.parisinfo.com](http://www.parisinfo.com)

## MAIRIE DE PARIS (PARIS CITY COUNCIL)

Reception and information for the public  
29 rue de Rivoli 75004 Paris  
M Hôtel de Ville  
Daily from 10am to 7pm, except Sunday and public holidays.  
[www.paris.fr](http://www.paris.fr)

## PARC DES PRINCES

avenue du Parc des Princes  
75016 Paris  
M10 Porte de Saint-Cloud  
BUS 22-62-72: Porte de Saint-Cloud  
M9 Porte d'Auteuil  
BUS 52: Porte d'Auteuil  
[www.leparcdesprinces.fr](http://www.leparcdesprinces.fr)

## STADE DE FRANCE

360, avenue du Président Wilson  
93200 Saint-Denis  
M13 Saint-Denis/Porte de Paris  
RER D Stade de France/Saint-Denis  
RER B La Plaine/Stade de France  
[www.stadefrance.com](http://www.stadefrance.com)

## PARC DES EXPOSITIONS DE LA PORTE DE VERSAILLES

1 place de la Porte de Versailles  
75015 Paris  
M Porte de Versailles  
[www.viparis.com](http://www.viparis.com)

## PARC DES EXPOSITIONS DE VILLEPINTE

ZAC Paris Nord 2  
93420 Villepinte  
RER B Parc des expositions  
[www.viparis.com](http://www.viparis.com)

## EMBASSIES IN PARIS

### GERMANY

13-15, avenue Franklin Delano Roosevelt  
75008 Paris  
Tel: 01 53 83 45 00 / Fax: 01 53 83 45 02  
[www.paris.diplo.de](http://www.paris.diplo.de)  
[info@paris.diplo.de](mailto:info@paris.diplo.de)

### AUSTRALIA

4, rue Jean Rey - 75015 Paris  
Tel: 01 40 59 33 00 / Fax: 01 40 59 33 10  
[www.france.embassy.gov.au](http://www.france.embassy.gov.au)  
[info.paris@dfat.gov.au](mailto:info.paris@dfat.gov.au)

### BELGIUM

9, rue de Tilsitt - 75840 Paris Cedex 17  
Tel: 01 44 09 39 39 / Fax: 01 47 54 07 64  
[www.diplomatie.be/paris/](http://www.diplomatie.be/paris/)  
[paris@diplobel.fed.be](mailto:paris@diplobel.fed.be)

### BRAZIL

34, cours Albert 1<sup>er</sup> - 75008 Paris  
Tel: 01 45 61 63 00 / Fax: 01 42 89 03 45  
[www.bresil.org](http://www.bresil.org)  
[ambassade@bresil.org](mailto:ambassade@bresil.org)

### CHINA

11 avenue George V - 75008 Paris  
Tel: 01 49 52 19 50 / Fax: 01 47 20 24 22  
[www.amb-chine.fr/fra/](http://www.amb-chine.fr/fra/)  
[chinaemb\\_fr@mfa.gov.cn](mailto:chinaemb_fr@mfa.gov.cn)

### SOUTH KOREA

125, rue de Grenelle - 75007 Paris  
Tel: 01 47 53 01 01 / Fax: 01 44 18 01 78  
<http://fra.mofat.go.kr/languages/eu/fra/main/index.jsp>  
[gen-fr@mofat.go.kr](mailto:gen-fr@mofat.go.kr)

### SPAIN

22, avenue Marceau - 75381 Paris Cedex 08  
Tel: 01 44 43 18 00 / Fax: 01 47 20 56 69  
01 47 23 59 55  
[www.mae.es/embajadas/paris/es/home](http://www.mae.es/embajadas/paris/es/home)  
[emb.paris@maec.es](mailto:emb.paris@maec.es)

### UNITED STATES

2, avenue Gabriel - 75008 Paris  
Tel: 01 43 12 22 22 / Fax: 01 42 66 97 83  
[www.france.usembassy.gov](http://www.france.usembassy.gov)

### INDIA

15, rue Alfred Dehodencq - 75016 Paris  
Tel: 01 40 50 70 70 / Fax: 01 40 50 09 96  
[www.ambinde.fr/](http://www.ambinde.fr/)

### ITALY

51, rue de Varenne - 75007 Paris  
Tel: 01 49 54 03 00 / Fax: 01 49 54 04 10  
[www.ambparigi.esteri.it](http://www.ambparigi.esteri.it)  
[ambasciata.parigi@esteri.it](mailto:ambasciata.parigi@esteri.it)

**JAPAN**

7, avenue Hoche - 75008 Paris  
 Tel: 01 48 88 62 00 / Fax: 01 42 27 50 81  
 /01 42 27 14 20 (consular services)  
[www.fr.emb-japan.go.jp](http://www.fr.emb-japan.go.jp)  
[info-fr@amb-japon.fr](mailto:info-fr@amb-japon.fr)

**THE NETHERLANDS**

7-9, rue Eblé - 75007 Paris  
 Tel: 01 40 62 33 00 / Fax: 01 40 62 34 56  
[www.amb-pays-bas.fr](http://www.amb-pays-bas.fr)  
[ambassade@amb-pays-bas.fr](mailto:ambassade@amb-pays-bas.fr)

**UNITED KINGDOM**

35, rue du Faubourg Saint-Honoré  
 75008 Paris  
 Tel: 01 44 51 31 00 / Fax: 01 44 51 34 83  
[ukinfrance.fco.gov.uk/en/](http://ukinfrance.fco.gov.uk/en/)

SEE ALL THE ADDRESSES FOR EMBASSIES AND CONSULATES IN PARIS ON  
 THE WEBSITE OF THE PARIS CONVENTION AND VISITORS BUREAU:  
[www.parisinfo.com/paris-guide/utile/administration\\_ambassades-et-consulats/](http://www.parisinfo.com/paris-guide/utile/administration_ambassades-et-consulats/)

**RUSSIA**

40-50, boulevard Lannes - 75116 Paris  
 Tel: 01 45 04 05 50/40 30  
 Fax: 01 45 04 17 65  
[www.france.mid.ru/index\\_fr.html](http://www.france.mid.ru/index_fr.html)  
[ambrus@wanadoo.fr](mailto:ambrus@wanadoo.fr)

**SWITZERLAND**

142, rue de Grenelle - 75007 Paris  
 Tel: 01 49 55 67 00 / Fax: 01 49 55 67 67  
[www.eda.admin.ch/paris](http://www.eda.admin.ch/paris)  
[vertretung@par.rep.admin.ch](mailto:vertretung@par.rep.admin.ch)

**LOCAL DISTRICT (ARRONDISSEMENT) POLICE STATIONS  
OPEN 24/24,7/7****1ST ARRONDISSEMENT**

45/51, place du Marché Saint-Honoré  
 01 47 03 60 00  
 (M) 7 Pyramides (M) 1 Tuileries

**5TH ARRONDISSEMENT**

4, place de la Montagne Sainte-Genève  
 01 44 41 51 00  
 (M) 10 Maubert-Mutualité

**2ND ARRONDISSEMENT**

18, rue du Croissant  
 01 44 88 18 58  
 (M) 3 Sentier - Bourse  
 (M) 8 9 Grands Boulevards

**6TH ARRONDISSEMENT**

78, rue Bonaparte  
 01 40 46 38 30  
 (M) 4 Saint-Sulpice

**3RD ARRONDISSEMENT**

4 bis/6, rue aux Ours  
 01 42 76 13 00  
 (M) 4 Étienne Marcel (M) 11 Rambuteau

**7TH ARRONDISSEMENT**

9, rue Fabert  
 01 44 18 69 07  
 (M) 8 - (M) C Invalides

**4TH ARRONDISSEMENT**

27, boulevard Bourdon  
 01 40 29 22 00  
 (M) 1 5 8 Bastille

**8TH ARRONDISSEMENT**

1, avenue du Général Eisenhower  
 01 53 76 60 00  
 (M) 12 Champs-Élysées - Clémenceau

**9TH ARRONDISSEMENT**

14 bis, rue Chauchat  
01 44 83 80 80  
M ⑧ ⑨ Richelieu-Drouot

**10TH ARRONDISSEMENT**

26, rue Louis Blanc  
01 53 19 43 10  
M ⑦ ⑦<sup>bis</sup> Louis-Blanc

**11TH ARRONDISSEMENT**

12/14, passage Charles-Dallery  
01 53 36 25 00  
M ⑧ Ledru-Rollin M ⑨ Voltaire

**12TH ARRONDISSEMENT**

80, avenue Daumesnil  
01 44 87 50 12  
M ⑪ ⑪<sup>bis</sup> A D Gare de Lyon

**13TH ARRONDISSEMENT**

144, boulevard de l'Hôpital  
01 40 79 05 05  
M ⑤ ⑥ ⑦ Place d'Italie

**14TH ARRONDISSEMENT**

114/116, avenue du Maine  
01 53 74 14 06  
M ⑬ Gaîté

**15TH ARRONDISSEMENT**

250, rue de Vaugirard  
01 53 68 81 00  
M ⑫ Vaugirard

**16TH ARRONDISSEMENT**

62, avenue de Mozart  
01 55 74 50 00  
M ⑨ Ranelagh

**17TH ARRONDISSEMENT**

19/21, rue Truffaut  
01 44 90 37 17  
M ② Place de Clichy ou Rome

**18TH ARRONDISSEMENT**

79/81, rue de Clignancourt  
01 53 41 50 00  
M ④ Marcadet-Poissonniers

**19TH ARRONDISSEMENT**

3/5, rue Erik Satie  
01 55 56 58 00  
M ⑤ Ourcq

**20TH ARRONDISSEMENT**

3/7, rue des Gâtines  
01 44 62 48 00  
M ③ ③<sup>bis</sup> Gambetta

**BEWARE  
OF THEFT  
OF MOBILE  
PHONES**



**Your mobile phone is a valuable item.  
So valuable that others would like  
to get their hands on it too.  
Please take care when using it in public.**

More than half of the assaults occurring on the public transport system and in railway or bus stations involve attempts to steal a mobile phone.

**Ihr Handy ist wertvoll,  
manch einer kann darauf neidisch sein.  
Wir raten Ihnen, besonders wachsam zu sein,  
wenn Sie es in der Öffentlichkeit benutzen.**

Bei über der Hälfte aller Aggressionen in öffentlichen Verkehrsmitteln, Bahnhöfen und Haltestellen ist das Motiv der Diebstahl eines Handys.

**あなたの携帯電話は貴重なため窃盗  
を誘発する可能性があります。  
公共の場で使用する際は特に注意してください。**

公共交通機関や駅で発生する窃盗の半数以上は携帯電話を狙ったものです。

RCS SNCF B552 049 447  
Ne pas jeter sur la voie publique.



BE VIGILANT IN THE STREET • DON'T LEAVE YOUR BAGGAGE UNATTENDED  
PHOTOCOPY YOUR IDENTITY PAPERS AND KEEP THEM AT THE HOTEL  
BEWARE OF ILLEGAL TAXIS • DON'T HANDLE MONEY IN PUBLIC  
DON'T BUY FROM PEOPLE SELLING GOODS ILLEGALLY ON THE STREET  
DON'T KEEP YOUR MOBILE PHONE OR WALLET IN AN OUTSIDE POCKET OF YOUR BAG OR CLOTHES  
IF YOU ARE THE VICTIM OF THEFT, LODGE A COMPLAINT AT THE POLICE STATION  
DON'T LEAVE YOUR BAGGAGE UNATTENDED • BE VIGILANT IN THE STREET  
DON'T BUY FROM PEOPLE SELLING GOODS ILLEGALLY ON THE STREET  
DON'T HANDLE MONEY IN PUBLIC • BEWARE OF ILLEGAL TAXIS

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